

STUDENTLIVING®

BY **UniLodge®**

ON COBDEN

RESIDENT **HANDBOOK**

2 Cobden Street, North Melbourne, VIC 3051

WELCOME

Welcome to Student Living on Cobden

Dear Resident,

We trust that your stay here will be both enjoyable and productive. Management is aware that you are not only here to enjoy yourself but also to study, and we understand that at times you will be under pressure to complete assignments.

The Resident Handbook is designed to ensure that everybody understands the building and observes the Rules of Occupancy so that all residents can enjoy their stay. It also forms an important part of your lease terms and obligations.

Most of the issues in this Resident Handbook are based on common sense and many have already been explained during the initial sign-up process. The regulations are designed for your COMFORT, SAFETY and SECURITY.

We hope that this Handbook will be useful to you in answering any questions and in assisting you with the most common problems that may occur.

Student Living on Cobden Management wants to develop an atmosphere that provides students with the greatest opportunity to maximise their success, enjoyment and experience from their time studying in Melbourne.

And remember, everyone on the Student Living team are here to help you settle in and feel free at home throughout your stay so always feel free to come and have a chat with any member of staff.

Enjoy your stay!

TABLE OF CONTENTS

Settling In	4
Rights & Responsibilities	5
Your Agreement with Us	6
We Care About You!	7
Rules of Tenancy	13
Refund Policy	15
Arrival	16
Building Facilities	18
Communications	22
Contact Details	23
Neaby Services	23
Operating & Caring for your Unit	25
Payments	31
Security	33
Emergency Procedures	33

SETTLING IN

We understand that as students coming from overseas to reside and study in a new country, you may experience a certain amount of 'culture shock'.

The people, the weather, the food, the buildings etc. will be new and may seem different in the beginning. It may take you a little time to get used to your new surroundings and a feeling of homesickness and/or loneliness is not unusual.

Many new students, including Australian students, are living away from their family and friends for the first time so we encourage you to become involved in resident activities and events, so that you will make new friends and begin to feel more 'at home'.

There are many different nationalities represented at Student Living. If you are having difficulty settling in or with the language, or if there is anything you are unsure of, our friendly staff are here to help you. For after-hours assistance, we have Management and Security on site who can help you with security problems, issues relating to your room/apartment and any general questions or queries you may have.

Please come and see us even if it's only for a chat! Student Living wants your stay to be an enjoyable and memorable experience. We want you to achieve your goals, but to also gain independence, confidence, useful abilities and resourcefulness.

Our staff will not only assist with questions and queries you may have regarding the complex, but they also have a wide range of knowledge concerning the local area, medical assistance, travel, general information etc. They are always there to help you.

Please note that it is your responsibility to read the Resident Handbook and understand the rules of occupancy. Ignorance is not an excuse!

We hope that you enjoy your stay here at Student Living on Cobden! If you have any questions after reading this handbook, please do not hesitate to contact your property manager and we will assist you in any way that we can.

RIGHTS AND RESPONSIBILITIES

Resident Rights

- To start the tenancy with the premises in a reasonable condition that complies with health and safety regulations.
- Peaceful enjoyment of the premises.
- A secure environment.
- To be given a copy of the lease

Student Living Rights

- To send Remedy of Breach notices to residents who break the terms or conditions of the Tenancy Agreement and/or cause damage to any parts or inclusions of the building and/or cause inconvenience to others.
- To issue Remedy of Breach notices to residents defaulting on their Rental payments, and to send a Notice to Leave if not remedied.
- To inspect the condition of the property between 9am and 5pm at a time previously arranged. Entitled to maintain rules and regulations (permitted by law) regarding the limitation, prohibition, the use of drugs and alcohols within the premises.
- Request ID from residents.

Resident Responsibilities

- Pay the rent by the due date and by the agreed method of payment.
- Do not use the premises for illegal purposes.
- Do not cause a nuisance or interfere with the reasonable peace, comfort, or privacy of any other resident.
- Keep the premises and inclusions clean.
- Be responsible for your guests' behaviour.
- Do not intentionally, maliciously or negligently damage, or allow anyone else to intentionally, maliciously or negligently damage, the premises or inclusions.
- Report to Student Living any damage/maintenance issues to your premises in writing.
- Pay for charges as outlined in the Tenancy Agreement.
- Abide by the terms of the Tenancy Agreement, rules and regulations of the building.
- Only use the premises for residential purposes unless otherwise agreed in writing.
- Be responsible to pay for any blown light bulbs or damage in your unit.
- Be responsible to pay for any False Fire alarm call outs that may occur from your unit.

Student Living Responsibilities

- To make sure the unit is clean and fit to live in at the start of the agreement.
- Providing a reasonable level of peace, comfort and privacy in the premises.
- Ensure the premises are reasonably secure.
- Ensure compliance with laws regarding the health or safety of persons using or entering the premises.
- Maintain the premises and inclusions in good repair and keep the common areas clean.

YOUR AGREEMENT WITH US

Condition Report

At the commencement of the Tenancy Agreement, an Entry Condition Report will be completed and signed by both the Resident and a Student Living representative. This Condition Report will be used at the end of the Tenancy Agreement to assess any damage to the unit, its furniture and equipment.

The completed Condition Report must be **returned to the office within 3 business days** of you receiving the report. Failure to do so will result in the precondition report forming the basis for any security deposit claims at the end of your tenancy.

Eviction

Student Living Rules of Tenancy promotes tolerance, courtesy and care for others and the different needs within the community. If any resident chooses to ignore or transgress these guidelines, he/she shall receive written warnings from the Student Living management. Residents, who have received warnings and continue with unacceptable behaviour, will be issued with a "Notice to Leave" and an application will be made for eviction.

In addition to the termination provisions, "Notice to Leave" will be given to any Resident who:

1. Is found to be carrying, using or distributing illegal drugs or other illegal substances.
2. Is found to be involved in the harassment of or discrimination against another Resident, staff member or person.
3. Is found to be involved in the sexual/physical abuse of another Resident, staff member or person.
4. Is found to be involved in theft of another person's property.
5. Significantly interferes with the peace, comfort or privacy of another resident or staff member.
6. Is found smoking in their room or in any other area of the building
7. Is found to have tampered or removed the smoke alarm in their room.

These practices are against the law. Residents must note that these practices lead to immediate expulsion and possible prosecution.

Bond

The Bond is the equivalent to one month's rent.

The Bond is lodged with the Residential Tenancies Bond Authority which is a Government Authority. Residents are liable for damages caused to their apartment or any of the facilities at Student Living on Cobden.

The Bond will be refunded providing the following conditions are met:

- The apartment is not damaged
- The apartment is cleaned to a reasonable condition
- The apartment carpets have been steam cleaned and furniture not stained
- All utility accounts and other charges are finalized
- Rent is paid to your lease end date

Termination of Tenancy Agreement

A Tenancy Agreement may be terminated if:

1. The Resident fails to pay rent by the due date and all Notices to remedy have not been satisfied.
2. The Resident permits a breach of the provisions of the Tenancy Agreement or the Rules of Tenancy.
3. The Resident resorts to or takes advantage of any law for the protection of insolvent people, becomes bankrupt or commits an act of bankruptcy.

At the termination of a Tenancy Agreement all the resident's personal property must be removed. Any property left in the apartment will be disposed of in accordance with The Residential Tenancies Authority guide lines.

If you have any concerns with the terms of your leasing agreement, please contact **your UniLodge property team on 9349 2500** or **oncobden@unilodge.com.au** who will happily discuss any concerns you may have. If you feel your concerns have not been resolved, please contact UniLodge Head office on feedback@unilodge.com.au and a member of the Operations Head Office team will contact you within three (3) business days. Should you feel that your concerns warrant an independent party to assist with a resolution, you may contact Consumer Affairs Victoria at <https://www.consumer.vic.gov.au/>

For any general concerns, suggestions, or feedback, please speak or write to one of our friendly staff, or alternatively email our Operations Head Office team at feedback@unilodge.com.au.

WE CARE ABOUT YOU

Student Living strive to provide community based support. One of the big advantages of living in a community is that there is always someone to help. Do not keep your worries to yourself – the sooner we get on to them, the sooner we can help you to resolve the problem. Confidence is kept, and you can be assured of a sympathetic ear, regardless of the size or nature of your problem.

New Residents often experience difficulty adjusting to:

- The transition from school to tertiary/university life.
- A different education system and different demands.
- Living away from home, and fending for themselves.
- Being away from the support of family and friends.
- Settling into city life, a new state or a new country.
- Language barriers.
- Life style and culture changes, this may come as a shock, and may include:
 - Finding their way around i.e. Transport, clubs, churches etc.
 - Basic establishment tasks e.g. bank accounts etc.

Student Living staff are here to assist you with all these issues and more. Feel free to pop into Reception and we will be happy to give you the information you need.

Any one affected by illness, accident or death of a relative, should talk to the Manager. If necessary we can refer you to the appropriate counsellors for further support.

Pastoral care

Student Living is proud to offer a pastoral care network. When you join our community you will find there is always something to do and someone to talk to.

Connecting you to services, people and places is just one of the important roles to play here at Student Living. So whether you want to connect with other residents, the local community or just want to know the best places to 'hang out' we can help you.

We want to assist you wherever possible to fit into your home away from home as quickly, safely and securely as possible so you can get on with the job of studying and enjoying your time here.

At Student Living we strive to provide community based support. One of the big advantages of living in a community is that there is always someone there. If you become worried or concerned over anything the sooner you discuss it the sooner we can connect you to someone who can help. You can be assured of a sympathetic ear, regardless of the size or nature of your problem. Your privacy is paramount and confidences are kept.

As a new Resident you may experience difficulty adjusting in some of the areas below – and we are here to help.

- The transition from school to tertiary education / university life
- A different education system and different demands
- Living away from home and being wholly responsible
- Being away from the support of family and friends
- Settling into city life, a new state or a new country
- Language barriers
- Finding your way around i.e. transport, clubs, churches etc.
- Setting up bank accounts

Our Residential Life Program

What is Resident Life

Residential Life is an integrated, contemporary, residential life program, run by Student Living for our residents. It is designed to support and bring out the best in each resident through the duties and activities carried out the customer service staff, and the General Manager.

Student Living's Multicultural Vision

We promote a cultural of mutual respect, tolerance and celebration of diversity. We aim to provide opportunity for the building of cross-cultural understanding and friendship. So, everyone: Feels respected, looks out for everyone else, belongs and shares a sense of family, friendship and belonging, Interacts with, learns from, and values - all peoples.

What does the Program Aim to Achieve?

It offers a balanced program of activities that supports resident life across many dimensions such as: standard of living and quality of life as a whole, mental and physical health, academic and personal achievements, personal and social

relationships, safety and security and community connectivity. it with the Property Manager. In most cases, problems can be resolved through informal enquiries and discussions.

Here are the steps to follow if you need help to resolve a problem:

Step1. Talk politely and openly to the person involved

Step2. Inform the person that you will take the matter to Student Living Management

Step3. Inform the Property Manager that you will take the matter to the Tribunal

Financial Problems

If you are experiencing any financial difficulties, please speak to us. Often, these difficulties can be managed by the implementation of a financial plan. In addition, Universities have their own Student Financial Service Unit usually managed by a Student Services Department.

Please advise us if there will be a delay with your rent being paid on time. We understand that financial problems can occur. But you need to let us know and we can discuss it.

Living Together @ Student Living

Living Together @ UniLodge

Living in a close community like Student Living can be a lot of fun, but it will take effort and compromise. Follow these steps if conflicts arise.

If you have an issue with a fellow resident, try first to talk about that issue with the person concerned. Try to talk about it before the issue becomes a major problem and try to come to an agreement.



If you feel that you are unable to come up with a suitable solution you can speak with a Student Living staff member to discuss your problem. If needed, the Student Living staff member will arrange a meeting with all relevant residents to discuss concerns and help resolve the problem.



If these steps have been followed and you find that the conflicting issues are still present, please contact the Property Manager for further assistance with dealing with the matter.

Tips for happy living in a multi-share apartment

- Always do your fair share of cleaning
- Decide on a cleaning roster for the kitchen, bathroom and vacuuming
- Be aware of the noise you and any guests you have over produce. This is a common courtesy which should extend to all residents.
- Don't leave dirty dishes overnight.
- Take out the garbage when the bin is full
- Decide if you are going to share the cooking, it's a great way to try new foods and cut costs
- Always store valuable items in your room
- Be considerate with your use of shared facilities and equipment.

Noise

If a resident is asked to reduce noise from any area within the building by another resident or a Student Living staff member, they must do so immediately. Excessive noise is a breach of the Residential Tenancy Agreement. If the issue persists, please contact the police by calling 000.

Noise protection and control is regulated by the Environmental Protection Authority and enforced by the Police.

Personal Problems

Do not be afraid to confide in the appointed Student Living staff to discuss any personal issues that are getting you down, they are here to support you and provide guidance, assistance and referral where necessary.

Privacy

Your privacy is important to us. Should you wish to discuss any matter in private, please ask. **All matters discussed will be kept confidential.**

Sexual Harassment

Sexual Harassment is acting against Australian legislation and occurs where:

- a person subjects another person to an unsolicited act of physical intimacy; or
- makes an unsolicited demand or request (whether directly or by implication) for sexual favours from the other person; or
- makes a remark with sexual connotations relating to the other person; or
- engages in any other unwelcome conduct of a sexual nature in relation to the other person;
- And the person engaging in the conduct described above does so:
- With the intention of offending, humiliating, or intimidating the other person; or in circumstances where a reasonable person would have anticipated the possibility that the other person would be offended, humiliated or intimidated by the conduct.

Student Living is a friendly and supportive community, and it is expected that members will be proactive in ensuring that it remains so. Anyone at Student Living who indulges in any form of discrimination or sexual harassment will be asked to leave.

The Anti-Discrimination Act makes discrimination unlawful on grounds including: **Gender, race, age, sexual preference, religion, political belief or activity.**

If you think you have been subjected to any form of discrimination please contact the Manager and the appropriate steps will be taken.

Social Support

Student Living will organise Community Spirit events throughout the year and you are encouraged to attend these activities, as they provide the ideal opportunity to get to know the staff and most importantly other residents within the building. Partaking in the organised social events will assist in overcoming any loneliness you may experience, and give you an opportunity to make friends and develop long lasting relationships that will enrich your experiences here at Student Living and your time spent as students.

Study Problems

If you have an academic problem, talk to us as soon as it arises – don't leave it until it is too late! Should you be experiencing any concerns regarding course and subject selection, preparation for examinations, dealing with tutors and lecturers, applying for special consideration due to sickness or family troubles, we can help to refer you to the relevant department or faculty that will be able to resolve any issues. As a resident you will experience differing levels of stress at various times, particularly around examination time. We are here to provide a climate in which you can maximise your academic achievements. If you are experiencing noise related problems that are affecting your study, please advise us immediately. **Residents must always be tolerant of other Residents' study habits.**

Workplace Health and Safety

Under the Workplace Health and Safety Act, Student Living is recognised as a workplace and, as such, this puts responsibilities on both Management and Residents. As Residents you must not be negligent in terms of causing or contributing towards an accident e.g. preventing easy access or exit from the building by leaving personal articles or rubbish blocking the exits, or interfering with any fire safety notice or equipment.

RULES OF TENANCY

These Rules form part of your Tenancy Agreement with Student Living. Please read these Rules and if you have any questions or need a translator advise Reception.

Alcohol

Management promotes a responsible attitude towards the use of alcohol. Alcohol is permissible (if you are over the age of 18) only if consumed within your own unit. Alcohol is NOT permitted in common areas including: resident lounge, barbeque area, swimming pool, fire escape stairways, and hallways.

Student Living Student Accommodation encourages a mature attitude towards the use of alcohol --- one that is consistent with an atmosphere of civility and respect for one another. Students will be held responsible for their behaviour when acting under the influence of alcohol.

Behaviour

Residents must agree to abide by the code of behaviour. Acceptable behaviour includes not interfering with another person's living conditions or personal security. Unacceptable behaviour will be dealt with by management. Repeated offences could constitute grounds for early termination of your Tenancy Agreement, however you will still be held responsible for rent until the unit is re-let.

Building Security

All Residents and visitors agree to be bound by the security regulations and as instructed by management.

- Under no circumstances are Residents to loan out their Security Swipe Card.
- Residents are responsible for the behaviour of their visitors and must understand that visitors are also bound by all the Rules of Tenancy whilst in the building.
- Residents are responsible for personally letting their guest/s out of the building after hours. The issued swipe card must not be given to the guest/s to exit the building by themselves.

Cleaning Inspections

All Residents are responsible for the day to day cleaning of his or her unit. In addition to this, Student Living units will also be inspected after due notice is given, for faults or damage.

Common Property

Residents must not interfere with or damage any common property, nor leave anything on or obstruct the use of common property. The Resident is liable for all damages caused.

Drugs/Illegal Substances

The use of/or being under the influence of any illegal substance in the building is strictly forbidden. This means under NO circumstances are any illegal substances permitted within the complex. Failure to comply with this rule can result in eviction. If you feel you are becoming addicted to drugs (or know somebody in the building who is), please talk to Management. We are here to assist in every way possible. We can certainly put you in touch with people who can help you.

Eligibility of Residents

- All Residents and other occupants must be registered and sign a Tenancy Agreement.
- Children are not permitted to reside at Student Living.
- Residents must not sub-let the unit under any circumstances.
- Residents must comply with the NRAS requirements and have given the correct documentation.

Furniture and Equipment

The furniture, and other items provided in the units are to be used for the purposes for which they are made. The Resident is liable for damage to this property.

The Resident is not permitted to make alterations or additions to the unit or the furniture and equipment within the unit, unless the request has been given in writing and approved by Management.

Gambling and Gaming

Gambling is not permitted on the premises.

Pets

Under no circumstances are you are permitted to bring any pets or animals into the building. This includes fish.

Requests by Staff

Residents must comply with all reasonable requests from Student Living Management and support staff.

Smoking

Student Living is a smoke free building which includes the unit, balconies (if applicable) and common areas, as such any costs resulting from the repair and cleaning of any damage caused through cigarette burns, smoke residue or build-up of nicotine will be charged to the tenant responsible.

REFUND POLICY

Security Deposit and Advanced Rent

No Refund

- In the event of a Resident being evicted, the Resident will not be eligible for refund of any Rent paid until another resident is found.
- At the end of a Tenancy Agreement, where damage has been caused to Student Living property and the security deposit is not enough to cover the cost of rectification, the security deposit will be claimed and the Resident will remain liable for any additional costs.
- Where a Resident breaks a Tenancy Agreement without cause, the Resident is not eligible for any refund of advanced rent until another resident is found.

Partial Refund

- In the case where a Resident wishes to withdraw from their application, who after accepting the offer of accommodation and has paid a holding and / or security deposit and/or rent, must give at least **28 days written notice** prior to either the commencement date of their Tenancy Agreement or the Student Living Semester start date, whichever is the earliest.
- Where the appropriate notice is given, then a portion of the security deposit may be refunded **at the discretion of Student Living management**, dependent on the subsequent re-letting of the apartment to another party.

Total Refund

- In the event that an Applicant has fulfilled all obligations as defined by Student Living but the offer of accommodation at Student Living is withdrawn more than 28 days from commencement of the lease, or if Student Living management is unable to provide accommodation in accordance with our obligations, all security deposit payments and advance rent instalments will be fully refunded.
- However, whilst Student Living representatives will try to offer applicants the rooms or units of their choice, this may not always be possible.

- If applicants are offered similar alternative accommodation within the same Student Living facility before commencement of their Tenancy Agreement, or upon their arrival to take up residency but wish to decline this offer, a cancellation fee will apply.
- A security deposit is refundable at the end of a Tenancy Agreement, which is not renewed. The conditions for this are: rent is paid in full, all furniture and equipment is accounted for, there is no damage to any Student Living property for which the Resident is liable and expenses such as cleaning, telephone etc. are fully paid.
- Any costs related to damage, rubbish removal, or excessive cleaning costs will be deducted from the security deposit, as is the departure cleaning fee.

Breaking the Tenancy

The Tenancy Agreement is a legally binding document, which if broken may continue to attract costs for the tenant. Where a Resident believes that they cannot stay in the unit or continue to pay the rent, they must notify Student Living management in writing as soon as possible.

There is no set amount of notice a Resident can give if they wish to break the Tenancy Agreement early for exceptional reasons. However, it is in the Resident's best interest to give as much notice as possible and, as a guide, two weeks' notice should be the minimum time.

When considering prematurely terminating your Tenancy Agreement, it is your responsibility to do one of the following:

- Continue to pay rent as per the agreement until the unit is re-let. We will refund any monies owed to you if and when the unit is re-let.
- Find another suitable person to take over your unit so there is a continuation of payments to the unit owner.
- In all cases the unit must still be returned to the same standard that it was in at the commencement of the lease.

You have entered into a legally binding agreement and you are responsible for the payment of the tenancy fees under this agreement for the agreed term. Student Living reserves the right to seek recovery of these monies should you fail to meet your legal requirements. We have the resources to recover monies owed to us outside of Australia.

ARRIVAL

This handbook contains the 'Rules of Tenancy' which forms an addendum to your 'Tenancy Agreement'. You must read these documents and, once understood, sign the acknowledgment form issued to you upon arrival, as agreement to abide by the Building Rules and contract obligations. You are also entitled to a copy of the signed Tenancy Agreement.

The items you will receive upon check in are:

- A security swipe card & apartment key
- A copy of the Entry Condition Report for your unit
- A copy of the Tenancy Agreement

Absent from your Unit

If you intend to leave your unit for any length of time, please ensure you advise reception.

Reception will note this on your file should we need to contact you in an emergency. Please note if you are away over a rental instalment date, it is your responsibility to ensure that your rent is prepaid at all times. To avoid any unnecessary removal of goods where it is thought that the unit has been abandoned, please ensure that you attend to all rental payments prior to going on holiday.

Access to other Units

Entering another resident's unit without authority is not permitted. Offenders may be detained and charged with trespassing by the appropriate authorities. To prevent trespassing and, in particular theft, all residents should keep their doors closed and windows locked regardless of whether or not they are in their unit.

Access to the Building

You will need to use your swipe card to enter the building.

Additional Furniture

The installation of other furniture into a resident's unit is not permitted unless a written application is submitted to, and approved by Student Living management. Every request will be looked at separately depending on the size of the unit and furniture required.

Identification

Identification should be carried at all times as it allows Management and Security to determine if a person is a resident at Student Living. It also allows after-hours access should you lose your swipe card. **You should always keep your swipe card and ID separate.**

- You are issued with a swipe card when you check in. The swipe card will give you access to the main entrance door of the building during after hours, your apartment level via the elevators, your apartment front door and the recreation room.
- The swipe card should be carried by residents at all times. Your swipe card must not be given to any other person.
- Please remember to close your door when leaving your apartment to ensure your room is secured.
- Should you lose your swipe card or be locked out of your unit, you must contact 9349 2500 immediately.

Please find following the prices for the replacement of lost swipe cards:

Swipe Cards	\$55.00 each.
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BUILDING FACILITIES

Resident Lounge

There is a resident lounge on the third floor. The room contains a large flat screen TV with Foxtel (paid TV) and lounge chairs.

Please show consideration to other residents by ensuring these areas are constantly kept clean and tidy at all times. The resident lounge is accessible any time.

Free WIFI available ONLY in student lounge area.

Rubbish

Please empty your rubbish in the garbage room on the ground floor. This should be done on a regular basis to avoid insects inhabiting your premises.

Rubbish is to be securely bagged, tied and placed in the rubbish bins. Do not leave rubbish on the ground.

Recycling

A Recycling bin is located in the garbage room on the Ground Floor and is for recycling paper, cardboard, glass and plastic bottles only.

Recycle right: Ensure you know what you can and can't recycle. Make sure the glass and plastic bottles are emptied before placing them in the recycling bin.

Sort and separate: Separate garbage from your recycling.

Cut contamination: After you empty recyclables into the recycling bin, throw the plastic bag into the garage bin.

Transport

Information on public transport can be obtained from the Public Transport Victoria website:
<http://ptv.vic.gov.au>.

Utilities - Electricity & Water

Student Living manages the electricity and water connections and billing services at Student Living on Cobden.

The electricity and water will be connected when you arrive, providing Student Living has received a completed Application Form and a signed Electricity and Water Supplier Agreement.

Residents are responsible for the payment of all electricity and water service and usage in their apartment. Payment can be made electronically via the options listed on the bill.

Accounts are issued each month.

CONTACT DETAILS

Property Phone Number +61 3 9349 2500

Property Fax Number +61 3 9349 4330

Each unit is allocated a mailbox, which is located near the front entry of the building. Mail being sent to you should be addressed as follows:

Resident Full Name

Student Living on Cobden

(Unit Number) _ _ _ / 2 Cobden Street

NORTH MELBOURNE VIC 3051

Australia

If your mail does not include your unit number it will cause delays in delivery to your letterbox, and may result in being returned to sender.

The Building

Name Student Living on Cobden

Address 2 Cobden Street, North Melbourne 3051

Telephone +61 3 8888 7200

Emergency Contacts Dial '000' (Police, Fire, Ambulance)

COMMUNICATIONS

Internet

Student Living has an internet service that is managed by Spirit Telecom that provides broadband internet plans for residents.

Student Living provides a LAN system with connection available in each apartment. Internet connection is as simple as plugging your computer into the connection point in the apartment upon arrival.

For wifi connection you require to purchase separate modem (can be purchased from website) <https://spirit.com.au/student-internet/college-square/>

For more information, please contact Spirit Telecom at collegesquare@spirit.com.au or phone 1800 181 419. For payment options please contact Spirit Telecom directly.

Free WIFI available ONLY in student lounge area

Telephones

Internal Lines

An intercom telephone is available in each apartment to allow access to guests at the front door.

Please Note: Any Internet/Voice carrier providing an independent service to a resident of 2 Cobden Street may have access to the copper wire cabling terminating on the telephone port to each room. The Ethernet access is not available and cannot be disturbed as these ports are permanently patched to hosted switching in the communication centre.

Independent carriers may connect their voice/Internet services to the apartments via the MDF. No housing is available in the communications room

EMERGENCY PROCEDURES

REMEMBER: DO NOT USE LIFTS IN A FIRE EMERGENCY

Assembly Location

If you are instructed to evacuate the building, make your way to the nearest **FIRE EXIT** and continue down the stairs to Ground Level. Please assemble on **CORNER OF COBDEN ST AND O'CONNELL ST** and await further instructions from the UniLodge staff. Before re-entering

the building, please wait until instructed by the fire department that it is safe to re-enter the building.

Fire Sprinklers and Detectors

Never cover or attempt to remove the smoke detector in your room as these are connected to the main fire alarm system and these actions may cause a system fault and/or a false alarm. In the event of a false alarm that is caused by interference with a smoke detector, the Metropolitan Fire Brigade (MFB) has it within its powers to levy fines and commence prosecutions (current fines exceed \$2000). You may also be responsible for the cost of repairs to the system that this damage may cause.

In the event of excessive cooking fumes in your unit that cause your alarm to activate, please do not attempt to clear the smoke into the building common areas as this will automatically call the Fire Brigade who have it within their powers to levy fines for “Unwanted Alarms (currently in excess of \$2000)”. Please open your windows and balcony doors (if applicable) and fan the fumes away from your detector which will cease its alarm once clear. **DO NOT OPEN YOUR MAIN DOOR.**

****False Alarm Callouts by MFB currently exceed \$2000.**

DO NOT TOUCH THE SMOKE DETECTORS AND SPRINKLERS

DO NOT HANG COAT HANGERS THROUGH THE SPRINKLER DEVICE

Touching the sprinkler head may result in it being activated causing hundreds of litres of water to gush into your unit, which will flood not only your unit but also those below. Severe damage costs will be imposed upon anyone who interferes with a fire sprinkler or a smoke detector!

Upon Fire

- • Assist any person in immediate danger only if safe.
- • Close doors to stop oxygen fuelling the fire.
- • Call the Fire Brigade (000).
- • Evacuate to assembly area using the stairs (do not use the lifts), assist anyone who may be unable to assist themselves.
- • There is an evacuation plan on the back of each door.
- • Remain at assembly area and await roll call.

HEALTH Dentist

Royal Dental Hospital
720 Swanston Street
Carlton VIC 3053

03 9341 1000

www.dhsv.org.au

Doctor

Melbourne North Medical
Clinic
605 Elizabeth Street
Melbourne VIC 3000

03 9328 3383

Hospital

Royal Melbourne Hospital
300 Grattan Street
Parkville VIC 3050

03 9342 7000

www.thermh.org.au

Overseas Student Health Cover

International Students on a study visa must have Overseas Student Health Cover (OSHC). Please note that ambulance services in Australia are very expensive and ambulance cover is recommended.

In case of emergency, dial '000'

Doors

For safety reasons residents are not permitted to attach locks or any other devices to the apartment doors or door frames. Do not hang hooks over the top of the front door as these hooks can break the fire seals. Also do not hang hooks over the top of the bathroom door as this can jam the door closed and you may become locked in. This can also cause damage to the doors, which you will be responsible to pay the cost of repair.

Furniture & Fittings

The furniture, fittings, and all facilities at Student Living on Cobden must be treated with care and not vandalised. You are responsible for the condition of your apartment and its contents.

Bicycle Storage

Student Living on Cobden provides bicycle parking for residents. Residents are only permitted to park bicycles in the allocated area.

Car Parking

Unfortunately Student Living on Cobden does not have any car parking.

Laundry

The laundries are open between 8am and 10pm and are located on the ground floor. They have coin-operated washing machines and dryers available for resident use. For effective cleaning and drying, do not overload the machines. If you encounter any difficulties with the laundry equipment please contact reception or email oncobden@unilodge.com.au.

Guidelines:

- This is a shared space and needs to be kept in a clean and tidy condition.
- Let the machines finish their cycle otherwise they will not work for the next person.
- Collect your clothes/items from the machines as soon as they are finished with their cycle. Student Living holds no responsibility if your items are taken.
- Washing machines and dryers only accept Australian currency. Any other currency will cause the machines to malfunction.
- The machines only accept one dollar coins.

You are not permitted to place your own washing machine on any carpeted area of your apartment. Any damage caused from this will be charged back to you.

Mailboxes

Mailboxes at Student Living on Cobden are used for correspondence between official Australia Post items and the resident. Student Living asks that residents do not place items in another resident's mailbox without their permission.

If you are expecting a delivery, please make arrangements to be available when it arrives. Reception cannot accept goods or food deliveries on your behalf. Please contact the Australia Post Office or the appropriate company for delivery of packages.

Please remember to bring your keys down to your mailbox to collect your mail. Student Living are not permitted to access your mailbox in accordance with privacy principles.

Prior to moving out you should contact Australia Post to have your mail redirected so that your forwarding address can be updated.

Notice Boards

A noticeboard is located on the Ground floor near the mail box. Student Living If you have a notice you would like displayed on the notice boards, please contact your property manager for approval.

Recycling

A Recycling bin is located in the Garbage room on the Ground Floor and is for recycling paper, cardboard, glass and plastic bottles only.

Recycle right: Ensure you know what you can and can't recycle. Make sure the glass and plastic bottles are emptied before placing them in the recycling bin.

Sort and separate: Separate garbage from your recycling and don't place recyclable items in the garbage chute or bin.

Cut contamination: After you empty recyclables into the recycling bin, throw the plastic bag into the garage bin.

Common Area Maintenance

Should you wish to report a common area maintenance issues, this can be done by emailing oncobden@unilodge.com.au.

Transport

Information on public transport can be obtained from the Public Transport Victoria (PTV) website.

Utilities – Electricity and Water

Electricity billing – Active Utility

Water billing – Great Western Water

The electricity and water will be connected when you arrive, providing Student Living has received a completed Application Form and a signed Electricity and Water Supplier Agreement.

Residents are responsible for the payment of all electricity service and usage and for water usage in their apartment. Payment will be made directly to billing company.

Accounts are issued each month.

COMMUNICATIONS

Internet

Please contact spirit telecom customer Service
7:00am to Midnight, 7days a week
P1800 181 419 W spirit.com.au/student E support@spirit.com.au

Telephones

Outside Lines

Student Living on Cobden has a telephone service that is managed by Spirit Telecom that provides a line for you to make external phone calls. Please feel free to contact Spirit Telecom on collegesquare@spirit.com.au or phone 1800 181 419 to set up your telephone service.

Internal Lines

An intercom telephone is available in each apartment for residents.

CONTACT DETAILS

Property Phone Number	+61 9349 2500
Property Fax Number	+61 39349 4330
Reception Phone Extension	Dial 9
Outside Office Hours Phone Extension	Dial 88#

Each unit is allocated a mailbox, which is located near the front entry of the building. Mail being sent to you should be addressed as follows:

Resident Full Name
Student Living on Cobden
(Unit Number) _ _ _ _ / 2 Cobden Street
North Melbourne 3051
Australia

If your mail does not include your unit number it will cause delays in delivery to your letterbox, and may result in being returned to sender.

The Building

Name	Student Living on Cobden
Address	2 Cobden Street, North Melbourne Vic 3051
Telephone	+61 3 9349 2500

Outside Office Hours Security

Emergency Contacts

(Police, Fire, Ambulance)

NEARBY SERVICES

Airport Shuttle

Door to door shuttle service by StarBus available 7 days a week from 5:15AM to 9:15PM for \$20 per adult or \$34 return.

www.starbusshuttle.com.au

Health

Hospitals	Telephone Number
Royal Melbourne Hospital, Poplar Rd, Parkville	(03) 8387 2000
Royal Melbourne Hospital, Grattan St, Parkville	(03) 9342 7000
The Alfred Hospital, Commercial Rd, Melbourne	(03) 9276 2000
Doctors	Telephone Number
Carlton Clinic 88 Rathdowne St, Carlton	(03) 9347 9422
Elgin Medical Centre, 54 Elgin St, Carlton	(03) 9347 2788
Dentists	Telephone Number
Royal Dental Hospital 720 Swanston St, Carlton	(03) 9341 1000

Councillors	Contact University
Melbourne Uni	www.services.unimelb.edu.au/counsel/
RMIT Uni	www.rmit.edu.au/counselling

Overseas Student Health Cover

International Students on a study visa must have Overseas Student Health Cover (OSHC). Your OSHC is usually for a six or twelve month period. On arriving in Australia you will need to confirm your OSHC with the Insurance Company and complete an Application for OSHC. Residents will be required to present their Confirmation of Enrolment form as proof of their status.

If you allow your membership to lapse, the company may notify the Department of Immigration, which could result in your student visa being cancelled.

- You must renew your cover each time you re-enrol to study or every 12 months. To do this you will need your membership card, passport and a letter from your college, university etc confirming your re enrolment.

- Under OSHC you are covered for accommodation and/or treatment in Public Hospitals. This applies whether you need to stay in hospital or are a patient at the hospital's outpatient clinic or in the emergency/casualty department.
- Your OSHC does not cover ambulance, dental, pharmaceutical, glasses and/or contact lenses. If you or your parents want you to be covered for these items, you will be required to pay extra for this type of insurance cover.

IN CASE OF AN EMERGENCY DIAL 000

Please note that ambulance services in Australia are very expensive and ambulance cover is recommended.

For more information on ambulance cover go to the St. John Ambulance Australia website <https://www.ambulance.vic.gov.au/membership/>

OPERATING AND CARING FOR YOUR UNIT

Maintenance

Please follow the procedure below upon discovery of an item requiring attention.

1. Identify the problem and be prepared to give the associated details.
2. Contact your property manager for maintenance.

Departure Cleaning

Your unit has been professionally cleaned and fitted with new mattress protectors prior to your arrival and as a condition of your lease you must leave your premises in the same condition as when you entered them. To take some of the stress out of your exit process, Student Living has been able to negotiate volume rates with a bond cleaning company that delivers a service that we believe is of a very high standard which meets our expectations. You are more than welcome to undertake the works yourself or engage a cleaner of your choice and should you wish to do so, please contact one of the team to obtain a checklist of items that need to be addressed. Our team will then inspect your unit after you have cleaned it to ensure it meets the expectations of the owner prior to releasing any bonds.

Candles

Residents are not permitted to light candles, oil burners, burn incense, paper or any other material in the premises or in their apartments.

Carpet

At the end of the agreement the carpets will be cleaned at the residents' expense as well as any necessary cleaning and repairs.

Cleaning

It is each resident's responsibility to ensure their apartment is kept clean. If you are unable to keep the apartment in a satisfactory condition you can obtain a list of cleaning companies from Reception.

Doors

For safety reasons residents are not permitted to attach locks, snibs or any other devices to the apartment doors or door frames. Do not hang hooks over the top of the front door as these hooks can break the fire seals. Also do not hang hooks over the top of the bathroom door as this can jam the door closed and you may become locked in. This can also cause damage to the doors which you will be responsible to pay the cost of repair.

Furniture and Fittings

The furniture, fittings and all facilities at Student Living on Cobden must be treated with care and not vandalised. You are responsible for the condition of your apartment and its contents.

You are not permitted to remove equipment or furniture from the premises without the written consent of Student Living Management. You are not permitted to bring beds into the apartment.

Glass and Aluminium

Please note the following suggested points for the care and maintenance of the glass in your apartment.

What Not To Do!

- Do not store or place items in contact with the glass (this can damage the glass or create a heat trap leading to thermal breakage).
- Never use abrasive cleaners on glass. Scouring pads or other harsh materials must not be used to clean windows or other glass products. Powder based cleaners are to be avoided.

- Avoid causing extreme temperature changes as this may lead to thermal fracture of the glass (i.e. Do not splash hot water on cold glass, or freezing water on hot glass). Some tapes or adhesives can stain or damage glass surfaces. Avoid using such materials unless they are known to be easily removed.

Joinery Items

Cleaning

A wipe over with a clean, soft damp cloth should be sufficient to keep all laminex surfaces clean. Soiled surfaces or light stains are best removed with warm soapy water or with a common detergent, such as Mr. Muscle, Nifty Solvent or bathroom cleaner. Wax or other polishes are unnecessary and should not be used.

Scratches and Cuts

Chopping and cutting directly onto the surface can damage laminex surfaces. To prevent this happening, use a cutting or chopping board. Sliding of heavy objects can cause scuffing of the surface. Residents will be charged for replacement of the surface if severe cuts and scratches occur.

Residents are asked not to remove from their unit any item or equipment that has been provided by Student Living.

Light Globes

Whilst Student Living aims to have all light globes operational on your arrival, please report immediately if any globes are not working. Remember that there are two globes per light fitting except in the bathroom.

If any globes stop working whilst you are residing in the apartments, you are responsible for the replacement fee. Our maintenance staff will replace them on certain days of the week.

Kitchen

Convection Microwave Oven

Your apartment is provided with a convection microwave oven located in the kitchen. The microwave is connected to a 240V single-phase electric power supply.

The microwave oven has the capability to microwave (defrost, reheat and cook by microwave power). To ensure best cooking results it is recommended that the oven is cleaned regularly.

Sometimes if power has been disconnected, the unit will revert back to DEMO mode. To enable it to heat up food, press the 'Clock' button three times.

Electricity Cook Top Stove

For safety and convenience the cook tops have a 'flame failure' safety feature. If the flame is extinguished the electricity supply is automatically cut off to the burners. Due to the inclusion of this special feature there is a special lighting procedure required, which you will get used to quite easily.

Rangehood/Exhaust Fan

The rangehood is located above the stove. Always turn on the Rangehood when cooking to help prevent the smoke detector from being activate.

To turn on the rangehood/exhaust fan:

- Slowly pull the front of the rangehood towards you, this must be done before it will work.
- Turn on the switch, there is one for the lights and one for the fan, which are either under the front or at the right hand side of the rangehood.

It is your responsibility to ensure the rangehood and its filters are clean at all times. Please clean the filters under running hot water every month. Oil filled rangehood filters can become a fire risk.

There are two lamps in the rangehood to provide adequate light whilst cooking. You are responsible for replacing the globes if they stop working. Simply fill in a light globe replacement and pay at Reception.

If it is still not working, please contact your property manager.

Refrigerator

Your apartment is provided with an electric refrigerator connected to a 240 volt electric power supply. On arrival check that the fridge is plugged in and switched on, you may need to adjust the cooling setting within the refrigerator. To be effective the refrigerator should be constantly left on.

Regularly clean your fridge to keep it hygienically clean - this will help to keep your food fresh.

Ice build-up in the freezer compartment will stop the fridge from cooling. If your fridge is becoming warm please turn the whole unit off until the ice in the freezer melts.

Defrost fridge every 4-6 weeks recommended by pushing the grey button on the temperature control dial. This will keep the fridge operating (only to defrost small amounts of ice buildup). When a large amount of ice has buildup around the freezer and the fridge door does not close properly, turn off the power point behind the fridge. Place towels on floor to soak up melting ice water.

Do NOT chip at ice with any object, this will damage the fridge beyond repair and will require replacement costs.

Please note: Due to safety concerns, any damaged refrigerator or electrical appliance will be disposed of by Student Living.

Matress Protectors

For health and safety reasons a mattress protector is provided for each bed and you will be charged for this at the end of your tenancy. If one is not provided please contact your property manager immediately.

Mirrors

The manufacture's recommended cleaning method is as follows: Gently wipe with a damp, lint-free cloth.

Smoke Detector

Your apartment has been installed with a smoke alarm. Generally, they are located on the ceiling in the living/bedroom areas. They are connected to your apartment electricity supply and are a life saving device. Building regulations in the state of Victoria require self-contained smoke detectors to be installed in all residential dwellings.

Please do not detach the smoke detector from the ceiling or render the smoke alarms inoperable, this includes:

- Covering it with tape or plastic to muffle the beep
- Removing it from the power source
- Removing the battery
- Interfering with it in any matter

If you turn off the power when you leave your apartment it will cause damage to the smoke detector. You will be responsible for all costs due to any tampering of the smoke detectors. If you attempt to tamper, cover or remove your smoke detector you may be fined in excess of \$900 by MFB.

Smoke detectors are serviced each year however, if the smoke detector emits a beep every few minutes it means that the battery is flat and needs to be replaced. Complete a Maintenance form to organise for the battery to be replaced.

Stains – Removing Stains

DO NOT use any powders or abrasive liquid cleaners. A light application of METHYLATED SPIRITS or cleaning liquid that does not contain solvents can be used.

Switchboard

The switchboard will be located on a wall in your apartment. Ensure all switches are in the up position so your power and lights work.

You must never turn off the red switch as this will stop the smoke alarm from working.

Other switches may be turned off when you leave for holidays, but please be aware this will also turn off your fridge.

TVs

To use the TV please make sure the unit is on at the wall, at the switch on the right hand side and also underneath the screen. You can only access free to air channels.

If you cannot get channels please tune the TV. On the remote select MENU then on the screen select SETTINGS and TUNING. Please try this first before putting in a maintenance form.

Smoke Alarm and Sprinkler

The smoke alarm in your room will activate if there is smoke in your room. Covering the alarm is a criminal offence. If there is cooking smoke in your room please open the windows until the smoke goes away. Do not open your door and put smoke into the hallway. Doing this will set off the hallway alarm and call the Fire Department. False alarms in the hallway are charged back to you and cost approximately \$3000. Do not hang anything from the sprinkler head in your ceiling.

Beds

Our bed sizes are doubles and singles.

You must use a mattress protector on the bed, please ask your property manager if you have not been supplied with one.

Tiled Surfaces

Do NOT clean the tiles with ACID or with any abrasive materials.

Do NOT place potted-plants directly onto tiled balconies – remove any residue immediately before staining occurs. Use specifically designed tile-cleaning detergents only.

Walls

Hanging Items on the Walls

Please be very careful of what you stick onto the walls. The walls could become damaged or paint removed if care is not taken and a charge will apply if this does occur. You can buy special hooks from Supermarkets or Hardware Stores, which are designed not to damage the walls once removed, however there is no guarantee damage will not occur. These are 3M Brand adhesive/ removable hooks. Please ensure you remove these hooks at the end of your tenancy. Any damage caused as a result of removing these hooks however will be your

responsibility and repair will be at your cost. No sticky tape is to be used. No blue tack is to be used as it can stain.

Windows / Balconies

Residents and visitors are prohibited from throwing any objects from any windows or balconies. This is extremely dangerous and puts others at risk.

Residents are not permitted to hang clothes from windows, balconies or areas visible to the public. Windows are not permitted to be covered by any covering other than the blinds provided.

PAYMENTS

Residents whose payments are in arrears will be issued with breach notices

Rent

Rent is to be paid as per the Tenancy agreement, and must always be in advance.

All rental payments are due by the 1st day of each month. If you have any difficulties paying your rent on time, we encourage you speak with a Student Living customer service staff member or Manager immediately.

There are a number of simple and easy ways to pay your rent at Student Living on Cobden using the DEFT system. You will require an Australian bank account to access the DEFT system.

If you wish to make payment via Credit Card or BPay:

- Complete your details at the top of the application and tick the credit card / BPay box. Return the DEFT form to reception and you will receive a reference number and instructions on how to make payment. (A BPay payment is made through your internet or telephone banking from your Australian Bank Account). A surcharge applies for credit card payments
- If you wish to make payment via Direct Debit from your Australian Bank Account:
- All personal banking details on the form must be clearly completed and returned to reception. DEFT will not be able to recognise your payment if all details are not complete.

- The security code is a 6 digit number that you the resident will have to make up and remember. It is used for security purposes only when making your payment. Do not use the PIN number you use for making normal transactions on your bank account.
- This form will take approximately 5 to 7 working days to be fully processed or you can register yourself on the website www.deft.com.au once you have received your DEFT reference number and instructions from reception.

Payment of Rent must be received on or before the due date.

What will happen if you don't pay your rent?

Residents who are more than 14 days late paying their rent can be issued with a Notice to Vacate. Legal action may be taken to recover all funds outstanding.

Any resident who vacates Student Living on Cobden without paying their rent or other charges will be placed with a Debt Collection Agency and the National Tenancy Database.

Replacement of Swipe Card

There will be a cost to the resident to replace their Security Swipe Card if they are lost. If a swipe card is missing for more than 24hours it is classed as lost and a replacement will be issued.

Sundry Charges

Sundry charges are payable by residents and include additional cleaning and repairs. These charges are to be paid in full by the beginning of each month. The resident must make payments for outgoings within 3 days of the due date.

Unit Repairs

Student Living employs contractors to repair any damages or problems that occur on the premises. The resident is liable for any damages or loss caused by negligence or misuse, and will be charged for labour and any associated costs.

SECURITY

Insurance and Security for your Unit

All residents are strongly advised to take out insurance cover on their personal belongings and items such as stereos, computers, CD players, bicycles, clothing etc. as they are **not covered** by Student Living insurance policies. Any large complex is vulnerable to petty theft, and Student Living is no exception. We suggest that you **keep your door locked at all times**.

Intruders

Although we take all possible precautions, intruders may occasionally gain entry. If you see anyone behaving suspiciously, call reception immediately and watch the person or persons from a distance but do not put yourself at risk.

Be aware that people have been known to walk around a complex with a clipboard pretending they are on official business of some kind.

- **Student Living has 24 hour video surveillance.**
- **Do not show any person to a resident's unit, or tell them where they live - the resident concerned may not wish to see the visitor.**
- **Do not swipe your card for any other person.**
- **Tell the visitor to call reception.**

EMERGENCY PROCEDURES

Assembly Location

If you are instructed to evacuate the building, make your way to the nearest **FIRE EXIT** and continue down the stairs to Ground Level. Please assemble on the foot path area in front of the building and await further instructions from the MFB. Before re-entering the building please wait until instructed by the fire department that it is safe to re-enter the building.

Fire sprinklers and Detectors

Never cover or attempt to remove the smoke detector in your room as these are connected to the main fire alarm system and these actions may cause a system fault and/or a false alarm. In the event of a false alarm that is caused by interference with a smoke detector, the Metropolitan Fire Brigade (MFB) has it within its powers to levy fines and commence prosecutions (current fines exceed \$2000). You may also be responsible for the cost of repairs to the system that this damage may cause.

In the event of excessive cooking fumes in your unit that cause your alarm to activate, please do not attempt to clear the smoke into the building common areas as this will automatically call the Fire Brigade who have it within their powers to levy fines for “Unwanted Alarms (currently in excess of \$2000)”. Please open your windows and balcony doors (if applicable) and fan the fumes away from your detector which will cease its alarm once clear. **DO NOT OPEN YOUR MAIN DOOR.**

****False Alarm Callouts by MFB can exceed \$2000.**

DO NOT TOUCH THE SMOKE DETECTORS AND SPRINKLERS

DO NOT HANG COAT HANGERS THROUGH THE SPRINKLER DEVICE

Touching the sprinkler head may result in it being activated causing hundreds of litres of water to gush into your unit, which will flood not only your unit but also those below. Severe damage costs will be imposed upon anyone who interferes with a fire sprinkler or a smoke detector!

Upon Fire

Assist any person in immediate danger only if safe.

- Close doors to stop oxygen fuelling the fire.
- Call the Fire Brigade (000). If calling from your room dial zero (0) for an outside line first.
- Evacuate to assembly area using the stairs (do not use the lifts), assist anyone who may be unable to assist themselves.
- There is an evacuation plan on the back of each door.
- Remain at assembly area and await roll call.

REMEMBER: DO NOT USE LIFTS IN A FIRE EMERGENCY